



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201


**FAMILY INVESTMENT ADMINISTRATION
INFORMATION MEMO**

Control Number: # 11-15

Issuance Date

December 21, 2010

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
HEALTH OFFICERS
LOCAL HEALTH DEPARTMENT ELIGIBILITY STAFF**

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR 
DEBBIE RUPPERT, EXECUTIVE DIRECTOR DHMH/OES

**RE: NATIONAL VOTER REGISTRATION ACT (NVRA) TIPS AND
QUESTIONS AND ANSWERS**

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF OPERATIONS

As you know, State and federal laws require local departments of social services to provide every customer who will be 18 years of age on or before the next general election an opportunity to register to vote. These laws require the Family Investment Administration (FIA) to record and track every response given by a customer when voter registration is discussed. The NVRA manual on the FIPNet has been updated. You should refer to the manual for detailed instructions on NVRA procedures; this document provides a summary of the procedures for quick reference. Since the information from the action transmittals have been incorporated into the manual, they will be removed. The following action transmittals and information memos will be removed from the FIPNet:

10-01, 02-04, 08-06, 01-48.

1. The LDSS must:

- a. At each application, address change, recertification, or addition of a person or a program, provide each household member who is 16 or older (and will be 18 on or before the next general election) with a voter registration application.
- b. Make sure that the household members present at the interview, who meet the qualifications described above, complete the Voter Registration Agency Certification form DHR 784 or CARES-generated voter registration certification generated by the Eligibility Determination Document (EDD).

- c. Make sure that you accurately code the individual's voter registration response on the CARES Dem2 screen. Enter the correct code in the "Vote-Reg" field according to the customer's response:

R: Customer is already registered

Y: Yes, customer will register to vote today

N: No, customer will not register to vote today

H: This person took the voter registration application home

M: Worker mailed the voter application to this individual in response to an address change

- c. Unless the customer declines to register, **encourage the customer to complete the voter registration application at the interview and to leave the completed form with you to mail to the State Board of Elections (SBE).**
 - d. Provide the customer with assistance in completing the voter registration application, unless the customer refuses such assistance.
 - e. Check the voter registration application for completeness and legibility.
 - f. Transmit the completed application to the SBE within 5 business days.
- 2. For mail-in transactions and SAIL applications, if a customer checks on the Client Information Form (CIF) or SAIL application that a household member wants to register to vote, the LDSS must mail a voter registration application and a DHR 784 form to the customer. Record actions taken in the CARES narrative.
 - 3. For telephone transactions, the LDSS must offer the customer an opportunity to complete and submit a voter registration form. If the customer would like to register or update a registration, mail the voter registration application and the DHR 784 form to the customer. Record actions taken in the CARES narrative.

INQUIRIES:

For questions about the NVRA, for DHR staff, please contact John Murray at 410-767-7940. DHMH staff may call Keith Tobias at 410-767-5783.

cc: DHR Executive Staff
DHMH Executive Staff
FIA Management Staff
Constituent Services
DHR Help Desk